

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant:	Robert F. Sheppard	Examiner:	Neil R. Kardos
Serial No.:	10/763,072	Group Art Unit:	3623
Filed:	January 21, 2004	Docket No.:	200901410-1
Title:	MANAGING INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE OF AN ENTERPRISE USING A CENTRALIZED LOGISTICS AND MANAGEMENT (CLAM) TOOL		

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**RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This Response is in reply to the Final Office Action dated January 20, 2011 and the Advisory Action mailed March 30, 2011. Applicant is filing herewith a newly, signed Declaration under 37 C.F.R. 1.131 including paragraphs 7-10 and Exhibit D, which show sufficient evidence to establish due diligence. No amendments to the claims have been made with this Response.